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News and Announcements

Whither WordPerfect?

WordPerfect Corporation once made versions of WordPerfect for the Apple II and for the Apple IIGS. Unfortunately, in the early 90s, WordPerfect ceased production and sales of both the 8-bit and 16-bit Apple II versions. Since then WordPerfect Corp has itself been sold twice. Recently, several people have inquired of Corel, the new owner of WordPerfect, if the Apple II versions of the product could be reclassified as freeware. Ryan Suenaga, known in these pages for his Talking][interviews, received an email from Corel that the status of WordPerfect is not going to be that simple. According to the email, WordPerfect Corp sold the software and the current owner is unknown. While we hope to bring you news about this in the near future, we can't make any promises about it being one day reclassified as freeware, although it would make for a valuable addition to most Apple II users software collection. Recent postings on Usenet suggested that the owner is Quality Software, a company in Newton, Mass.—but this is **not** true, according to a spokesperson for the company contacted by *Apple Blossom*. If the owner of WordPerfect can be discovered, we will be sure to let you know.

Delphi Pricing

Since I reported on the move of Apple II users to Delphi, and the new pricing structure there, some changes have occured. The unlimited text-based offering proved so popular, that Delphi was overwhelmed with new customers. Unfortunately, their original pricing scheme was resulting in losses for the Massachusetts online service, and they have changed their pricing. The new pricing scheme is in Table 1. While this represents an increase for dialup accounts, the Content Plan is still a very good deal for those with an internet account.

SoftDisk GS to end

The final issue of SoftDisk GS will be number 82. As of that issue, subscribers learned that they would have the choice of fulfilling their unfinished subscriptions by switching to one of Softdisk's Mac or Windows products, or with back issues of SoftDisk GS/SoftDisk for the Apple II, or with special collections of Apple II software that SoftDisk has been selling in recent years. This is an unfortunate turn of events, as SoftDisk was the last of the general disk-based software subscriptions available. While there are still two AppleWorks-based subscriptions

Table 1—Delphi Pricing

Plan	Month	Quarter	6-months	Year
Content*	$6.95	$14.97	$24.97	$34.97
Value Access†	$12.95	—	—	—
Unlimited Access	$23.95	—	$119.70‡	$203.40§

*via telnet/World Wide Web

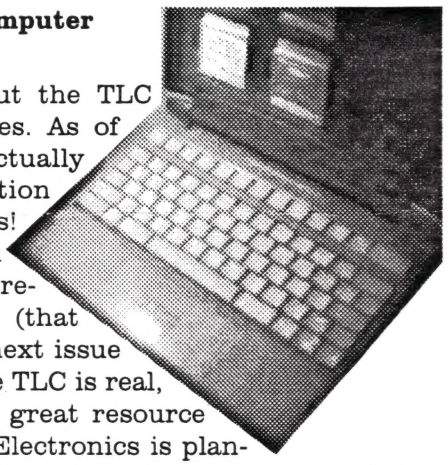
†via dialup, includes 6 free hours, extra hours at $2.00 per hour

‡effective rate of $19.95/month

§effective rate of $16.95/month

available (*The AppleWorks Gazette* and *Texas II*), and *Hyper Quarterly* will soon be available for IIGS users, the news leaves Apple II users without a source for general programs. Not only that, but Apple II programmers have lost one of the best paying publishers for their work. While the availability of back issues is great for those just entering the Apple II world (and with 82 back issues, there is a lot of material to get acquainted with), for those of us who have been tagging along for a while, it will become much harder to fulfill the desire to try out something new.

Tiger Learning Computer Comes to Market



I've written about the TLC twice in these pages. As of mid-February, I actually got a demonstration version in my hands! There hasn't been enough time to prepare a full report (that will appear in the next issue of Blossom), but the TLC is real, and it should be a great resource for families. Tiger Electronics is planning on selling the units for $149.00, which includes 5 ROM cartridges of software (MECC and Sticky Bear titles, along with the AppleWorks 4.3 Word Processor), and a RAM cartridge for storing work. Additional cartridges are also available, as is an "internet package" consisting of a modem and software for accessing the internet. I hope to have full details on this package, as well as a review of the product for you by April. The unit ships with cables to hook to a VCR/television, a mouse, power supply and instructions. Folks have already reported seeing the TLC for sale at Toys R Us and in the JCPenney catalog.

RIP Carl Kenepaske

Carl Kenepaske, owner of Caloke Industries, died recently, and consequently, Caloke Industries is no longer in business. This leaves Kula Software as the only distributor of 8-bit software and the entire Eamon line of adventure game programs. Mr. Kenepaske was regarded highly by his customers and it is with sorrow that we note his passing.

Home, Home on the Web

Syndicomm, the managing company behind the A2 Roundtables on Genie and Delphi, is now sponsoring the "Mother of Apple II Sites" on the World Wide Web. The URL is:

http://www.syndicomm.com/a2web/mother.html

The site brings together a very large, yet growing, collection of information. Most of the work has been done by David Kerwood, whom I interviewed last August during the meeting in which he demonstrated the Macintosh IIGS emulator Gus. If you have access to the Internet, be sure to bookmark this site. Areas on the site include a classifieds section; information on Apple II publications, hardware and software vendors; links to telnet to Delphi; and other Apple II Web sites, and more.

BeachWare Offer

BeachWare, who produced both the Web Ware CD-ROM reviewed in this issue, as well as the Zillion Sounds and Multimedia Music CD-ROMs reviewed last year, has made a special offer to subscribers of *Apple Blossom*. You can order any CD-ROM from their title list for only $10.00 (you can see a list of titles on page 6). The CD-ROMs listed *should* work with an Apple IIGS—the three marked with an asterisk definitely do. Here's your chance to build up your CD-ROM collection at a bargain price.

Stevens Point Catholic Schools to produce Apple II email package

Jack Friess, technology coordinator of the Stevens Point Area Catholic Schools (SPACS) reports that efforts are well under way to produce an email system for his school system that will include the system's Apple II computers. The server will run under UNIX, but Apple IIs will have their own client software to access the email across a local area network. Mr. Friess also reports that SPACS plans on creating a CD-ROM with all of the needed software, so that other school systems will be able to take advantage of the work at SPACS to extend email to the classroom. The project involves creating a new terminal emulator for the Apple II (dubbed "KidComm"), a new email client able to emulate popular UNIX clients such as PINE and ELM (dubbed "Willow"), and a new network operating system for the Apple II ("ProNET"). You can follow the progress of the work at the following URL:

http://www.wctc.net/~spacs/projects/A2mail/A2EProj.htm

Any Apple II programmers who would like to lend their talent to the project can get in contact with Mr. Friess by sending email to him at:

jfriess@wctc.net

New Apple IIGS BASIC on the way

Mike Westerfield of The Byte Works has started work on a IIGS-specific version of BASIC called GSoft. Like AppleSoft BASIC, it will be an interpreted BASIC, but will support more commands and variable types. As envisioned by Mr. Westerfield,

GSoft will consist of several programs. These include GSoft (S16) a Finder-launchable program that will present an AppleSoft-like shell (and will also be launchable from within an ORCA shell); GSoft (EXE), an ORCA language; MakeS16, which will attach a slimmed down version of GSoft to a BASIC program so that the program acts like a standard S16 program.

Work is not finished on GSoft, nor is pricing set yet, but we will keep you informed.

Apple IIGS Programming Books Back In Print!

Mike Westerfield has announced that after nearly two years of effort, he finally has permission to put six key Apple IIGS reference manuals back in print!

All six of these books (listed in Table 2) were written by Apple's staff, and originally published by Addison-Wesley. The publisher, unfortunately, chose to let them go out of print soon after the Apple IIGS stopped shipping. The Byte Works' APDA (Apple Programmer and Development Association) reprints are laser printed from the original Addison-Wesley books. Each reprint is a faithful reproduction of the original pages on 8.5 by 11 paper with holes for a standard 3 ring binder.

Byte Works is currently taking orders for all of the titles listed. Credit card orders will be billed as the products ship. Shipping charges are $5 per order (not per book!) in the United States and Canada.

Overseas shipping charges had not been determined by press time, so if you are ordering from other countries, contact Byte Works for quotes on shipping charges. Byte Works recommends surface shipping for most orders—these books are big and heavy!

To order or get more information about these or any other products, please get in touch with Mike Westerfield at:

Byte Works, Inc.
8000 Wagon Mound Dr. NW
Albuquerque, NM 87120
Voice: (505) 898-8183
FAX: (505) 898-8183
email: MikeW50@aol.com

New Wares from Shareware Solutions II

Joe Kohn of Shareware Solutions II reports that he will soon be distributing back issues of "A2 Central on Disk" which are currently owned by Tom Weishaar. Mr. Kohn will also be distributing Will Nelken's TimeOut Central disks, and Mr. Nelken's entire line of Marin Macroworks products. Prices had not been set by press time, but you can check the Shareware Solutions Web site at:

http://www.crl.com/~joko

or write to Mr. Kohn at:

Shareware Solutions II
Joe Kohn
166 Alpine St.
San Rafael, CA 94901-1008
email: joko@crl.com

Spectrum Internet Suite Now Available

Seven Hills software has announced the availability of Spectrum Internet Suite, a series of XCMDs and XScreens for their Spectrum 2.1 telecommunications product that allow direct access to the World Wide Web from Apple IIGS computers with UNIX shell or Genie accounts.

The new Internet suite does not require TCP/IP, GNO/ME or any additional software. It does require an Apple IIGS with at least 4 MB of RAM, a hard drive, a modem and System 6.0.1. An accelerator card is highly recommended. The new suite supports HTML 3.2 standards, bookmarks, an optional toolbar for quick access to frequently used commands, and exclusive Spectrum HTML tags for playing Apple IIGS sound effects and speech, and display of IIGS icons.

If you are interested in learning more you can get more information the Seven Hills web site at:

http://www.nettally.com/shss/IIGS/sis/

or contact Seven Hills at:

Seven Hills Software
2310 Oxford Road
Tallahassee, FL, 32304-3930
Voice: (904) 575-0566
FAX: (904) 575-2015

Table 2—IIGS Programming Books Available from Byte Works

Order No.	Title	Pages	Price
APDA-53	Apple IIGS Toolbox Reference Volume 1	769 pages	$45
APDA-54	Apple IIGS Toolbox Reference Volume 2	730 pages	$45
APDA-55	Apple IIGS Toolbox Reference Volume 3	1063 pages	$55
APDA-56	Apple IIGS GS/OS Reference	526 pages	$30
APDA-57	Apple IIGS Firmware Reference	345 pages	$30
APDA-58	Apple IIGS Hardware Reference	346 pages	$30

The Web Ware CD-ROM by BeachWare

Recently a new CD-ROM appeared in my mailbox. I think you'll be interested in "Web Ware", a collection of images and sounds designed for use on World Wide Web pages. There are more than 1600 images, 884 of them in two sizes (large and small), as well as 90 animated GIFs, 99 Shockwave animations, 432 sound files, and over 40 HTML files to show you how to tag text files as HTML.

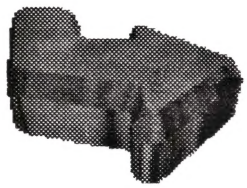
I previewed the CD-ROM on my usual IIGS setup: ROM 01, 4.25 MB, RamFAST SCSI, and an Apple CD-150 drive. The images are stored on a "hybrid" CD-ROM, one which has both Mac (HFS) and PC (ISO-9660) partitions. With the CD-ROM in my drive during start-up I got to view the PC side. If I inserted the CD-ROM in my drive after I had booted into the Finder, I got the HFS side. The description of the catalog below is from the HFS partition, but the same numbers of files are available on the ISO-9660 side.

The animations consist of animated GIFs and Shockwave files (made with Macromedia's Director program which runs on Macs and PCs). The GIF files can be read with standard IIGS GIF reading programs such as SuperConvert, Prism, Convert 3200, GIF3200 and Show Me!.

Other image folders on the CD-ROM are Bullets, Buttons, Dividers, Icons, and Textures. In each folder the images are stored in three formats: GIF, BMP and PICT. While there are no programs for reading PICT files on the IIGS (except for some Second Sight utilities), there are several that read GIF files (as noted above) and Convert3200 can also read BMP files. In addition, SuperConvert 4.0, which is in beta at this time, will be able to convert BMP files. The largest number of files are Buttons, which come in 9 different varieties.

The SoundFX folder contains four folders, each of which has 432 sound files. Each folder holds a different sound format: SoundEdit (an older Mac format), System 7 (the latest Mac format), AIFF, and Sun AU format. RSounder 3.0 can open and convert the SoundEdit, AIFF and .au format sounds, and SoundShop, which comes with HyperStudio, can open AIFF sounds. Most of the sounds are short "beep" style sounds, that are especially appropriate as accompaniments for button actions.

The HTML files are not as useful on an Apple II as they might be on a Mac or PC since you won't have any way to view them in a browser (unless you purchase the Spectrum Internet Suite mentioned in the News and Announcements column). You still may be able to pick up some ideas by looking over the files that are on the disk. If you do have a PC or Mac available, you might open the files in a browser, and print them out, then compare the code in the file to the printed page to get an idea of how the HTML tags affect the code.

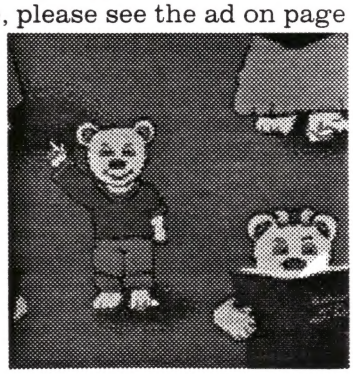


One question you might have is "what use are all of these great 'Web-ready' graphics for me on an Apple II?" That's a reasonable question. There weren't any graphical web browsers available for the Apple II until recently, and even in the case of Spectrum, graphics aren't shown in the browser and there may never be browsers for the IIGS that display inline images. However, this collection could still be of great use to an Apple II user.

First, you can still use the graphics on a Web site...even if you can't view them on the Apple II, there are plenty of people who do their Web browsing on PCs and Macs with graphical browsers, and you'll be providing the eye candy that can make a Web site attractive.

More important, however, is using these graphics on your Apple II. Just because they are marketed as "webware" doesn't mean they can't be used in other projects, particularly multimedia projects done in HyperCard and HyperStudio. In fact, while I may use some of these graphics on Web pages in the future, I think that I'll get the greatest use out of them in HyperCard projects. Many of the buttons and dividers will work perfectly in hypermedia screens, and the sound effects make great sounds to accompany button clicks.

To learn more about obtaining this CD or other products from BeachWare, please see the ad on page 6 of this issue. If you do order, make a photocopy of the order form and identify yourself as an *Apple Blossom* subscriber for the special $10.00 price.



All of the images on this page were taken from the Web Ware CD-ROM.

Beginner's Corner—Terminal Terminology

If you're new to the use of a modem with your computer, or you haven't yet purchased a modem but are considering doing so, then you will be forced to deal with some of the most confusing technical terms in the computing universe. The language describing how modems and telecom programs work is some of the "oldest" in the personal computer world, and it shows. The goal of this column is to introduce these terms to you so that they won't slow you down.

There are three basic groups of terms dealing with using a modem. "Initialization" terms deal with how your computer prepares the modem for service. "Communication Parameters" are the settings your telecom software uses to work with your modem. Finally, "Terminal Emulation" refers to how your keyboard operates, and how data is displayed on your screen.

Initialization

When your telecommunications program starts up, it typically sends an initialization string to your modem. This string of characters sets up the modem for certain tasks, or configures it. For example, my newest modem requires the following initialization string:

```
AT&F&C1&D2L3S95=3S11=55
```

Pretty scary, huh? However, if we break down the string it becomes a little easier to understand.

AT	this gets the modem's ATtention, alerting it that it is about to receive some commands
&F	Restore factory default configuration
&C1	Carrier Detect following actual state of carrier
&D2	Modem will interpret a DTR toggle and hang up phone
L3	this sets the modem's speaker to the highest volume (I ended up changing this to "L0" which is the lowest setting)
S95=3	Result code message options
S11=55	DTMF tone duration

The codes used to initialize modems are referred to as the "AT Command Set" and were developed by Hayes Microcomputer in the early 1980s. The AT commands were soon adopted by almost all modem manufacturers, and unless you have a very old modem it probably understands the AT commands. These commands are always proceeded by "AT" and control such settings as whether the modem makes noise, whether it should attempt to correct errors in transmission, whether it should receive calls or not, and whether to dial via touch tone or pulse dialing. While some make sense without too much effort, other parts require more study. However, knowing the AT commands allows you to program your modem to perform many functions.

Connection Settings

These settings determine how your modem transmits and receives data from the modem at the other end of the line. Typically, the following parameters need to be set in your telecommunication software.

Parameter	Settings
BAUD	300 to 57,600
PARITY	odd or even
BITS	7 or 8
STOP BITS	1 or 0
DUPLEX (ECHO)	Half or full (echo on or off)

When you first make a call with a modem from your computer, information is exchanged with the modem at the other end about the speed of your connection, the BITS-PARITY-STOP BITS of your software, etc. This exchange lets the modems determine the highest speed that they both can use, for instance. Once the two modems are "in agreement" about how to handle this call (another word used for a modem call is "session"), the call proceeds and data can be exchanged.

The BAUD rate is how fast the modem can transmit data. The actual term is BITS PER SECOND (bps), but because at low speeds (which was "high speed" back when this terminology was being developed) baud and bps are the same, and people started using the terms interchangeably. They still do, although at 33,600 bps the two are not the same any longer. The fastest modems can now transmit data at 33,600 bps (which can also be written 33.6K where K stands for "kilo" or a thousand), which is quite a jump from only 4 or 5 years ago when 2400 bps was pretty much the standard.

Bits, Parity and Stop Bits set up the method your program will use to transmit and receive data. A 7-Bit connection (rarely used except with older mainframe systems) transmits only the first 128 ASCII[1] characters basically whatever you can type from a regular keyboard using only the shift key as a modifier. It is suitable only for transferring text documents. An 8-bit connection allows transmission of all 256 ASCII characters. This makes it suitable for sending programs or data that use more than the regular ASCII set (such as Teach documents which

1. American Standards Committee on Information Interchange, which decided the computer codes that would represent keys on the keyboard, and which is used almost universally in the personal computer world.

use special characters and diacritical markings like ñ, é, ™, ©, or ø).

Duplex sets whether what you type should be displayed on the screen or not...some systems "echo back" what you type, in which case you don't want to have your typing put there by your program as well, or you end up with every character doubled, which makes for hard reading. In that case, you would set ECHO to off or Duplex to Half (some programs use one term instead of the other).

Terminal Emulation

A "terminal" is a computer monitor and keyboard with the ability to connect to a minicomputer or mainframe computer (OK, that's oversimplified, but it *looks* like that).

At my present workplace we have a VAX computer system that has terminals throughout the building. My former workplace had a WANG minicomputer with two different types of terminals that could be used. But in addition to using the terminals (or dumb terminals as they are sometimes called because they don't have the "smarts" of a real computer) in both workplaces people can use their Macintosh computers to access the main computer by using terminal emulation software. When I use my Apple II to connect to my university shell account, I am doing the same thing...my program interprets my keystrokes as if I were using a particular type of terminal (the Apple II emulates or imitates the other terminal), so that the computer on the other end of the connection can understand what I type. (Hopefully, you aren't feeling the need for a similar translator as you read this.)

There are many types of terminals, but a popular one was the VT100 terminal used by Digital Equipment Corp. Many services use this terminal type, including most shell accounts for Internet access. Another terminal type that incorporates most of the VT100 standards is ANSI, which is used by many PC BBS programs. In setting up your telecommunications software, you'll need to find out what terminal emulation settings the BBS or online service you're calling requires.

An Example

Fortunately, you don't need to type in all the AT commands and configure the S Registers of your modem every time you want to use it. Almost all telecom programs handle a good part of this, when you first set up a connection file for a particular service. Using ProTerm 3.0, I have the following setup for my UNIX shell account:

```
Baud Rate: 38400  Data Format 8N1*
Duplex: Full
Emulate: DEC VT-100
Delete Key: Send BS    Backspace: Destruct
```

The good thing about all this terminology and settings changing is that once you have a service set up you shouldn't have to set it up again. Learn enough to get yourself connected, and then enjoy the content and community available online at local BBSes, Delphi, Genie and the Internet.

**8N1 stands for 8 BITS, No PARITY, 1 Stop BIT.*

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Type of Computer: _____

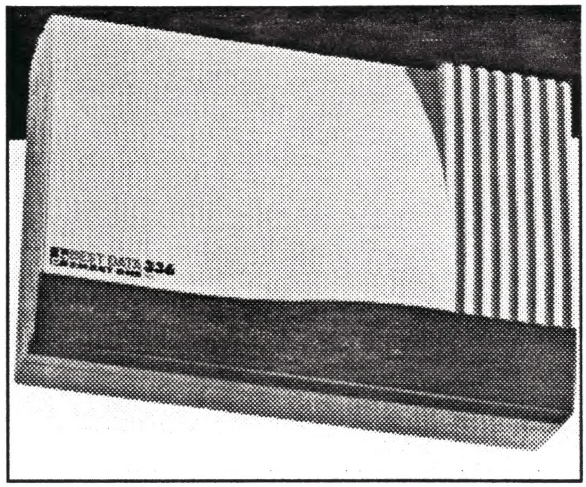
Payment Type
Visa / MasterCard ❒ Check ❒ Money Order ❒
Credit Card #: _____ Exp. Date: _____
Name on Card: _____
Signature: _____

Part #	Product Title	SRP	Direct Price	Qty	Total
PCR-1	Credit Repair	$24.95	$10.00		
MMUL	Multiware Multimedia	$24.95	$10.00		
MT-1	Music Tracks*	$24.95	$10.00		
RB-1	Religion Bookshelf	$24.95	$10.00		
WW-1	WebWare*	$24.95	$10.00		
XZIL-1	Zillion Sounds*	$24.95	$10.00		

(*Tested with Apple IIGS.)
(All CD-ROMs work with both PC and Mac.)
Total Merchandise
Sales Tax (NM residents add 5.875%)
Shipping Charges
(1-5 items=$3.00, 6-10 items=$6.00)
Thank You!
Grand Total

Order Direct and Save!

The BestData SmartOne 336VLX Modem



Recently I purchased a new modem, manufactured by Best Data, which I tried out on my IIGS. This particular modem is an external model marketed for Macintosh computers, but with the supplied cable I was able to plug it into my IIGS modem port and begin using it right away.

In order to use the modem I entered the Classic Desk Accessory (CDA) menu by pressing Control-Open Apple-Escape and choosing Control Panel from the CDA menu. Choosing Slots from the available listing, I made sure that slot 2 was set to modem, then pressed return to exit the Slots Control Panel, and escape to exit the Control Panel listing, and Quit to exit the CDA menu. Connecting the modem involved nothing more complicated than plugging the modem's 25 pin to mini-din 8 cable into the modem at one end and the IIGS on the other. (Checking the Slot Control Panel is not really necessary if you are using an up-to-date telecom program such as Spectrum, ANSITerm or ProTerm—these programs will communicate directly with the modem port, so even if you have a card in slot 2, such as a SCSI card, and the slot is set to "Your Card", the modem will work fine. If you are using other software, such as AppleWorks GS, or some other programs, then you'll need to set the slot as I did above.)

The modem itself is a 33.6 Kilobits (Kb) per second (commonly, although mistakenly called "baud" a slightly different measure) fax/modem. This is about at fast as modems can get, although there are now a couple of proposed standards in the modem world for modems that will transmit data at between 42 Kb and 56 Kb per second and receive data at 56 Kb per second. Some of you may be surprised that a 33.6 modem will work with an Apple II, but there is no reason to be—in fact, should the proposed standards for 56 Kb modems be established, the IIGS will have no problem using them. Neither will Apple IIe computers—if they are using Super Serial cards upgraded with the Turbo ASB card from Lightning Systems, which was reviewed in Volume 1, Number 2 of The Apple Blossom. The article is available on the Web at:

http://members.aol.com/newblossom/TAB2_ASB.html

I can't tell you if this particular fax/modem will work with Faxination or PMP fax (I don't own either product, but if I do get a chance to evaluate them I will let you know how they work), but it did work fine with ProTerm 3.0. I used the Generic (RTS/CTS) driver supplied with ProTerm, and changed the initialization string to match that given in the modem's manual. I was then able to dial in at high speed to my UNIX shell account at the University of Delaware.

A useful feature of the modem that I haven't tried out yet is that it can distinguish "distinctive" rings, a service that the telephone company can sell you that lets you have two phone numbers on the same line. You could set up a separate telephone number for receiving data calls, and not worry that the modem would pick up on your voice calls (I hate when that happens). Since this feature is configured by issuing an AT command to reset an S Register, you would be able to activate this feature on an Apple IIe, IIc or IIGS.

BestData sells their modems through several retail catalogs. I ordered mine from MacMall, but MacWarehouse and MacConnection also listed the modem in their pages. The modem cost $125.00 with voicemail (for the Mac) software, but included a rebate coupon for $20.00. The "barebones" package of just the modem cost $99.00, with the same $20.00 coupon. If you are still plugging away at 2400 bps, you might want to consider upgrading. There are, of course, other modem manufacturers to look at, including U.S. Robotics, and Supra (Diamond), but the main point to keep in mind is that you can indeed use the new breed of fast modems with your Apple II.

If you do consider upgrading, be wary of any modems proclaimed to be 56K modems. While such modems have recently become available, there are two or three competing specifications for such modems being promoted by modem manufacturers which are not compatible with each other. What this means is that modems from different companies will not work with each other (this is bad). I recommend waiting until the initial craze dies down. Not only will high speed modems be more compatible, but they'll also be cheaper (this is good). In the meantime, 33.6K and 28.8K modems are common, cheap and compatible, and will work with your Apple II just fine.

Talking][...Jerry Cline by Ryan Suenaga, M.S.W

***The Apple Blossom (TAB)**: How did you get involved with computers in general, and the Apple II in particular?*

Jerry Cline (JC): I bought an Apple II+ (Bell & Howell "Black Apple") from my brother, a retiring school teacher, in 1983. I wanted a database for my business and found that an Apple IIe is what I really needed. I sold the II+, bought an Apple IIe with QuickFile software and began the journey.

I joined the local Apple User Group and was very involved: program director the first year, then Treasurer, and President in 1985. I've been President since, except for 1990-91 when I started InTrec Software (I wanted to devote all of my time to the business). As the Apple group was about to go out of existence in 1992, I stepped back in as President and the group continues to meet every month, as it has since its start in 1977.

***TAB**: What drew you to the area of telecommunications?*

JC: In 1985, our Arizona Apple User Group (AzApple) wanted a BBS. I talked to the following for donations: First Class Peripherals—10 MB hard drive; Greg Schaefer—GBBS Pro BBS software; Hayes—2400 bps modem; a local dealer—Apple IIe. Most was as a promise for free advertisements on the BBS and the AzApple Newsletter. We put "The Arizona Apple Tree BBS" online. It was one of the first user group BBSes.

***TAB**: InTrec is known for its extensive beta testing. Products that bear the InTrec name seem to be very bug free at release. Can you give us some details of that process?*

JC: The leading premise of that question is a supreme compliment and is the reputation for which we strive. We're very serious about wanting the best software possible and we choose carefully from folks who have convinced us that they want to be part of the "family." We've never paid beta testers; they are with us because they want to be in on what is happening. We take great care to have everyone up to speed, make sure they understand what is needed, solicit their input and include them in the decision making process. Online communications are maintained and we discuss details daily—this is a very important factor.

Greg is quick to provide the tools in the software to allow the beta testers to follow their ideas and interest.

Unless we know a person well, or they are highly recommended, we screen potential testers closely. We developed special beta application forms over the years and when an individual requests consideration to be a part of our test group, we send the forms with a non-disclosure form in a self addressed stamped envelope. We tell them outright beta testing involves work and not to waste their time or ours if they do not want to be totally involved. One of the more valuable traits is personal interest and awareness, and spirit and intent. We avoid those looking for free software and a T-shirt.

Some of our beta testers have been involved in using and developing ProTERM since 1987.

***TAB**: ProTERM 3.1 is the most used Apple II telecommunications program today. What do you attribute the program's success to?*

JC: Quality, features, ease of use, speed, dependability, quality tech support and some really great customers!

***TAB**: What kind of plans do you have for the Apple II version of ProTERM, or is 3.1 about as good as it gets?*

JC: ProTERM A2 3.1 is totally stable and a good "workhorse" application. There are some parts of it that we would like to improve and bring up to date, but we are really involved with ProTERM Mac and we're looking at ProTERM PC. The needs and market are changing and we're looking and listening for features that would improve ProTERM A2.

***TAB**: What do you think the future of telecommunications is in general, and how does the Apple II fit into this picture?*

JC: Telecommunications is growing and changing faster than anyone can adjust. Everyone wants to get into telecommunications: a recent statistic states that Internet users doubled this last year and a high percentage of those new users are female. Telecommunications is also great for those with physical difficulties because the playing field is level.

Many used computers are changing owners and those new owners want to put the Apple II to use. They're usually stunned when they find they can use the Apple II for email services and to browse the Internet.

***TAB**: The manuals that InTrec sends with its products are incredible, and likely quite underrated. What kind of time and effort goes into the production of these manuals?*

JC: Simple! We're computer users and we think there are too many poor examples of what a soft-

ware procedure manual should be, and we attempt to provide what we hope are quality, easy to follow, step-by-step instructions.

A good tool is only good if users understand how to make it serve their needs. It is imperative that good, easy to follow instructions be included to allow the most to get the most from the product.

We may put too much effort into our manual, but we feel it supports our total goal to make our product as good as it can be. We developed a database for tech support and when folks call and ask for support, we log the problem and reply into the database. The data is then used for updating the manuals so those questions will answered in the manual. ProTERM manual text is always "hot" or dynamic. It would be a rare day when one of the chapters was not opened, changed or updated.

***TAB**: What kind of advice would you give to an Apple II user just starting off in telecommunications?*

JC: Easy! Buy ProTERM, and don't buy a cheap modem—period!

- Buy the fastest modem you can afford, 28.8 or 33.6 if possible. If you can't afford a quality high-speed modem, save your money until you can.
- Purchasing standards just say it all: a modem is not a good item to buy cheap, you get what you pay for.
- The bottom line: Quality products generally give good service, satisfactory results, and last a long time—cheap products don't cost as much.

***TAB**: I remember ProTERM before it was a product of InTrec. How did you go about acquiring the rights to distribute it? Was it a case where the program would have been "lost in the private domain" if InTrec hadn't picked up distribution?*

JC: I was on Apple's User Group Advisory Council (UGAC) for three years 1986-89. In the Fall, 1986, I was asked to attend the Apple IIGS rollout (at my expense). I had a choice, Los Angeles or Denver and while LA air fare was cheap, I opted to spend a little more and go to Denver, so I could meet Greg Schaefer (Greg and I had talked on the phone, but never met face to face).

I went a day early so I could spend time with Greg and, just as I was ready to leave Phoenix, an associate, Andy Niemic, then President and founder of Checkmate Technology invited himself to go with me. I told him I had private business, I was staying at a friend's home, and also did not have a pass to get him in the Apple show. He said not to worry, it would all work out. (Andy is brash, presumptuous and overconfident.)

We met Greg in his office in Denver, and he and I talked about telecommunications and GBBS Pro BBS software most of the day, Greg made some custom programming changes for me, and Andy, bored with the whole thing, slept on a couch in the front office.

Later in the day, Greg said "I've got something to show you if you will sign an NDA." Greg knew I had suffered using ASCII Express, and that I had been using and beta testing Point to Point (PtP) telecom software for Turning Point Software. Since PtP was on the shelves as a released product, I was no longer under obligation from Turning Point Software.

Greg booted a primal version of ProTERM beta software and began to go through some of the features. From that first view of ProTERM, it was love at first sight.

Andy didn't even know what he was looking at, but saw my excitement and said, "Checkmate wants to publish this program!"

In the next several months, Checkmate and Greg negotiated and came to an agreement.

I was like an unpaid employee at Checkmate. I was there often, and several employees were good friends. Whenever Greg came to Phoenix for Checkmate business, he stayed at our home. Friendship between Greg and I grew very close.

Checkmate had some financial difficulty in its later years. One morning in early 1990 they locked the doors and disappeared into the night. Their employees were standing at the door the next morning with no one to let them in. A lot of folks including Greg got stiffed by Checkmate. They left owing Greg a huge amount based on royalties of sold software. Greg came to Phoenix to see if he could get settlement, but could not.

Greg and I were sitting by the pool drinking some brew, talking about life's problems, and it seemed the timing was right for us to combine efforts and just do it ourselves. In May 1990 we put it all together and formed InSync Software, Inc. (later renamed 'InTrec'). Sixty days later we published ProTERM A2 2.2 and Greg set to work on the design of ProTERM A2 3.0.

Would ProTERM A2 have been lost if we had not done this? I can't say for sure. Greg was understandably down at that point and needed someone that cared about the product to market it while he stayed in development. I like the product and marketing—we've been a good team.

***TAB**: Tell us an interesting experience you've had via telecommunications, maybe someone interesting you met or something that you thought was really funny.*

continued on page 11

Apple Blossom Publishing

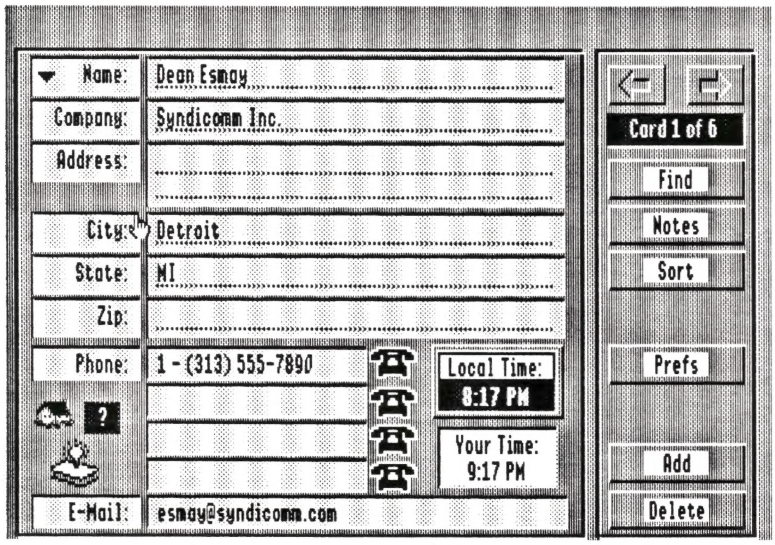
In Association with

HangTime of Script Central and Gareth Jones of BC News

presents

HYPER QUARTERLY

Beginning this April, Apple IIGS users will be able to see just what HyperCard can do. Drawing on the scripting skills of HangTime, Gareth Jones, Josh Calvin, Brian Gillespie and others, we will present a two-disk set every three months of the best HyperCard stacks around. Our first issue, now coming together, will include stacks to let you manage your LYNX bookmarks, resize and reposition postscript graphics for use in desktop publishing projects, rapidly create your own menus for HyperCard IIGS projects, maintain your addresses with immediate access to local time zones and sorts, and more. But that's not all!



Pictured above is a screen shot of TZ.Rolodex by HangTime.

With Hyper Quarterly you'll...

- *Learn to create your own HyperCard stacks;*
- *Put multimedia to work for your classroom, business or home;*
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- *Have your questions answered by the leading IIGS HyperTalk scripters*
- *Get news, answers to questions, pointers to resources, and more...*

To get the most out of HyperQuarterly you'll need: an Apple IIGS, 1.5 MB of RAM (more is better), a Hard Drive, System 5.0.4 or later (System 6.0.1 preferred), a 3.5-inch disk drive, and HyperCard IIGS version 1.1. If you don't have HyperCard IIGS, you can order that from us as well, at a cost of $12.00 (there are 6 disks in the HyperCard IIGS package).

To subscribe for one year (4 issues), send $35.00 in check or money order ($47.00 if you are also ordering HyperCard IIGS) made out to "Apple Blossom Publishing" and send it to:
Steve Cavanaugh
Apple Blossom Publishing
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JC: Telecommunications is very foreign to most newcomers. The language and terminology is interesting. Modem is a non-conventional word and often mispronounced. Common derivatives are: modium, moderm and modemus. The various language and ethic groups make interpretations interesting and humorous. A professor, a very nice lady from the Bronx calls from time to time, and with her very heavy accent, she always asks for "Mistah Jeddy." She uses ProTERM on an Apple IIc to access university libraries for research. It's fun to teach people and show them things they never thought possible.

Some tech support calls are difficult. We've had folks say, "I don't understand how to follow instructions when I read them—Tell me everything I need to know—Don't you have an 800 number? This call is costing me money!"

***TAB**: You provide support for ProTERM on several on the online services, by email, via your own BBS, and on the World Wide Web. How important is online support to your customers?*

JC: Providing support through the online services is an extremely important part of our business. Aside from being the very nature of our business, its a great way to communicate, and a natural environment for working out technical support problems.

***TAB**: What can you tell us about Greg Schaefer, ProTERM's author?*

JC: Greg Schaefer is a very interesting person. He is extremely considerate of others, polite, patient, gracious and easy to work with. He is a well educated, articulate, complex, mathematically and logically artistic, and a prototypical genius, but with social skills. Greg can look at any software problem, define it, and resolve it—and the resolution is done with artistic craftsmanship. Depending on the size of the task, Greg always asks for input to get as many views as possible before deciding on a final resolution. Once the decision is made, the problem is resolved. While Greg's ego is as big as it deservedly should be, it is quite invisible, never a problem, and rarely a consideration.

Sometimes when a customer presents a problem that may seem slight or trivial to me, Greg will see an easy fix as well as working it into a beneficial part of the program. Sometimes I see the "fix" as a problem because it changes the way the software works or is documented to work. His solution is to make the change a preference so it can be used both ways.

He is a good teacher, not just with technical problems, but watching him work with people is an inspiration and an education.

***TAB**: Here's your opportunity to tell everyone how to get InTrec's great products. Go for it!*

JC: ProTERM Mac and Apple II are state of the art telecommunications programs featuring scrollback, sophisticated terminal emulations, comprehensive protocol support, integrated text editor and extensive scripting language. ProTERM is famous for both superior documentation and technical support. ProTERM is easy to use—some say, "this full featured telecom application runs right out of the box!"
ProTERM Mac: Extremely fast, flexible and easy to use! Scrollback captures emulation attributes, resizable terminal windows and text, multiple text-editor windows; prepare messages offline and upload prepared text directly from the text editor window.
A powerful scripting language and a full range of emulations including VT-102, color ANSI come built-in. File transfer methods include ASCII, X-Modem, Y-Modem, Z-Modem, Kermit and MacBinary. ProTERM includes modem dial-up connections and Telnet support for Internet sessions.
System requirements: Mac, System 6.0.5 or later, 2 MB RAM.
ProTERM A2: More features than any other Apple II telecom application. Integrated word processor and fast terminal emulations makes ProTERM the preferred telecom application for personal, school and business use. AutoLearn macros automate logon. Use the keyboard or mouse and navigate with pop up and pull down menus.
System requirements: Enhanced Apple IIe w/128K, IIc or IIGS, ProDOS 8

***TAB**: Finally, if you were remembered for just one thing by the Apple II community, what would it be?*

JC: How about naming Roger Wagner's "HyperStudio"? Does that count?
Helping those interested in using computers achieve their needs is important to me.
Changing the way a large company sees a product: Specifically, being key in getting Apple to upgrade ProDOS 8's quit code. (Mr. Kline's response on the upgrades from ProDOS 1.8 to ProDOS 2.0.1 makes for very interesting reading, but was cut from this issue for space considerations—it will appear as a separate article in the next issue of *Apple Blossom*—*ed.*)

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From the Publisher

I'd like to start my column this month apologizing for the lateness of this issue. I expected to get this shipped out at the end of February, but am now almost three weeks behind. I hope to get back on schedule with an issue shipping at the end of April. I appreciate your patience.

Among the hold ups these past two months, I lost my job in IS at the Bar Association. The resulting job search absorbed most of my time during January and early February. Fortunately, I now have a position with the Museum of Science (http://www.mos.org) Boston, as part of the Science Learning Network (http://www.sln.org). That puts me back working in schools, and also in places that use Apple IIs. Not only does the school have many Apple IIs, but some of the museum's exhibits are powered by Apple II computers!

I'd like to call your attention to the announcement for Hyper Quarterly on page 11. Getting this project "ready for prime time" at long last has taken a lot of time (more than 6 months) and a lot of emails, but for you IIGS users out there, the wait will have been worthwhile. The first issue's stacks have some of the most innovative HyperCard stacks yet scripted.

Apple IIe and IIc owners, I haven't forgotten about you either. I have entered into agreement with Turning Point Software to begin distributing Publish It! 4. Yes, the premier desktop publishing software for the IIe/IIc is once again available, with its many unique features such as select to end, support for eps graphics, and automatic hyphenation. Turning Point is also open to the idea of upgrading the software, and I will be pursuing that in the coming months. Pricing has not yet been determined, but will be settled soon. If you're interested, you can write or email me for more info, or wait until the next issue of *Apple Blossom,* which will carry more details.

This issue focuses on telecommunications. Our plan is to center each issue this year around a particular theme. Future topics will include Hypermedia, Music, and Educational Computing. Please let us know how you like the new format.

In addition to publishing *Hyper Quarterly* and distributing Publish It! 4, I'm looking at publishing other software packages. I'm also continuing to work on the Apple II Resource Guide, which will hopefully be available this summer.

In our next issue we'll have an in depth review of the Tiger Learning Computer, another Talking][interview, a comparison of the four major Apple II hypermedia programs: HyperCard, HyperStudio, Tutor-tech and Nexus, and lots more!

WHAT, NO TIP?!
HERE'S ONE: PUT THE FILE NAME AT THE HEAD OR FOOT OF ALL YOUR DOCUMENTS. IT'LL BE EASIER TO FIND IF YOU WANT TO UPDATE LATER!
ODAN'S

Cartoon by Mark Condon

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